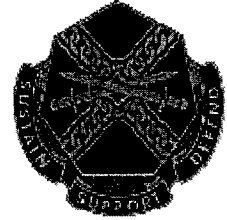




IMA PAM 600-2



INSTALLATION

MANAGEMENT

AGENCY

**ORIENTATION FOR NEW
EMPLOYEES (ONE)**

IMA PAMPHLET 600-2

8 September 2005

MISSION

Provide equitable, effective and efficient management of Army installations worldwide to support mission readiness and execution, enable the well-being of Soldiers, civilians and family members, improve infrastructure, and preserve the environment.

VISION

The preeminent agency in the Department of Defense that produces highly effective, state-of-the-art installations worldwide, maximizing support to the people, readiness and transformation of an expeditionary force.

The proponent of this pamphlet is the U.S. Army Installation Management Agency (IMA). The IMA has the authority to approve exceptions to this pamphlet that are consistent with controlling laws and regulations. Users are invited to send comments and suggested improvements for this document to Chief, IMA Human Resources (HR) Division, ATTN: IMAH-HRD-D (Workforce Development Branch), 2511 Jefferson Davis Highway, Arlington VA 22202.



**RONALD L. JOHNSON
Major General, U. S. Army
Director**

INSTALLATION MANAGEMENT AGENCY (IMA)
ORIENTATION FOR NEW EMPLOYEES (ONE)

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1. Purpose.

This publication provides the framework for the Installation Management Agency (IMA), Orientation for New Employees (ONE) Program and assists new IMA employees/Soldiers in learning about IMA. This pamphlet summarizes the orientation process for newly assigned civilian employees and Soldiers.

2. References.

References are listed in Appendix A.

3. Scope.

This publication applies to all newly assigned civilian employees and military service members, including non-appropriated funded (NAF) employees. Contractors should seek employee orientation guidance from their respective company. Contractors are defined as non-government employees that work for a private company, which enters into a contract with the Federal Government to provide goods or services.

4. Policy.

Civilian employees and military service members assigned to IMA are to complete the ONE training program, in accordance with the following guidance: Phase I, Orientation will be completed within 1 week; Phase II, Job Site Orientation will be completed within 2 weeks; and Phase III Formal Training will be completed at the employees' earliest opportunity.

5. Responsibilities.

a. IMA Human Resources (HR) Division has the overall responsibility for the IMA ONE program and will direct the Workforce Development (WFD) Branch to:

- (1) Develop and publish a comprehensive ONE program policy.
- (2) Coordinate the ONE program policy throughout the IMA Regions and Garrisons to ensure that the policy will assist in meeting the needs of new employees/soldiers.
- (3) Ensure all IMA Regions and Garrisons have a ONE program established for new employees/soldiers.
- (4) Ensure that new employees/soldiers are aware of all mandatory training requirements.
- (5) Conduct an annual program evaluation of the ONE program.

b. Region Directors are responsible for ensuring that Installation and Garrisons in their Region have instituted the IMA ONE Program.

c. Garrison Commanders are responsible for directing the Director Human Resources (DHR) and/or designated Personnel Services Center (PSC) to implement the IMA ONE program.

d. The Region HR Directors will:

(1) Ensure that the information on the ONE program flows through proper channels and ensures that the program is utilized.

(2) Ensure that supplemental in-processing guidance is provided for Local National employees.

e. The DHR or PSC POC will:

(1) Implement and evaluate the IMA ONE program for the Garrison.

(2) Ensure that newly assigned employees/soldiers are directed to the ONE training program posted on the IMA homepage
<http://www.ima.army.mil/demo/sites/local/>.

(3) Provide new employees/soldiers with a copy of the organization orientation checklist during in-processing. (Sample at Appendix D)

(4) Make recommendations as needed to HQIMA, WFD Branch to improve the ONE program policy information.

f. IMA Staff Principals will conduct a one-on-one welcoming session with all new personnel assigned to their division.

g. IMA first-line supervisors will:

(1) Assign a sponsor to assist the new employee/Soldier prior to and during the orientation phase.

(2) Prepare for the Division Chief's signature, a welcome letter that identifies the name of the sponsor. The welcome letter should be mailed as soon as the new employee accepts the final offer. (Sample at Appendix C).

(3) On day one, provide the employee/Soldier with an office checklist that covers the administrative details of the office such as: security, safety, computer, office hours, break/lunch times, etc. (Sample at Appendix E).

(4) For civilian personnel, on day one, provide the employee with a copy of their job description. Within the first 30 days, provide the civilian employee with a copy of their Notification of Personnel Action (SF 50-B), conduct initial counseling, establish performance standards in accordance with Army Regulation 690-400, and assist in the development of the

employee Individual Development Plan (IDP), found in IMA Pam 600-1, WFD Programs, which is located at following link:

<http://www.ima.army.mil/demo/sites/directorates/publications.asp>

(5) For supervisors of military personnel, within 30 days, meet with Soldier to establish and conduct initial counseling session.

(6) Ensure that the employee/Soldier schedules a (welcome) meeting with the Division Chief.

(7) Discuss mandatory training listed in IMA Pamphlet 600-1, Appendix E, and mandatory training for select senior leadership positions in IMA Pamphlet 600-5. Ensure employee/Soldier is scheduled for the next available organization ONE training course.

(8) Ensure the in-processing phase of the orientation is completed in a timely manner (1 week), with the exception of the organization's ONE training course.

h. IMA employees/soldiers will:

(1) Complete the orientation process in a timely manner.

(2) Complete their portion of the performance evaluation support or base counseling checklist form within 30 days of their entrance on duty assignment date.

(3) For Civilians - complete an IDP within 30 days of their assignment date.

(4) For Military - establish an informal training plan using the IDP form as a guide within 30 days of their assignment date.

(5) Employees enrolled in a career program or career field should meet with their Career Program Manager or Career Field Manager to discuss training goals.

(6) Review the on-line ONE program information located at training course at the first available opportunity.

(7) Return the completed IMA orientation checklist to the applicable servicing personnel office for civilian employees or military members upon completion of the orientation process. Retain the orientation checklist in the employee/Soldier personnel folder one year for program evaluation.

6. Program Implementation.

a. Phase I Orientation.

(1) In-processing - Newly assigned IMA employees/soldiers will receive a welcome letter from their assigned office prior to their arrival into the IMA Organization. (See Appendix C for sample)

(2) ONE On-line - Information on the IMA ONE program for civilian and military personnel is located at: <http://dev.hqda.pentagon.mil/ima/southwest/sites/one/>.

b. Phase II Orientation – Job Site Orientation. The employee/Soldier will receive an introduction to the work, work setting, rules, procedures and goals of the organization. IMA supervisors should provide new employees/soldiers an orientation within three working days of their assignment date. Each office should develop a job site orientation checklist. (See example at Appendix E). Personnel in-processing into IMA should receive the following orientation checklists.

(1) Organization Checklist – Employees/Soldiers will receive a copy from their DHR POC, servicing personnel office, or Military Personnel Division (MPD). (See example at Appendix D)

(2) Office Orientation Checklist – Employees/Soldiers will receive an office orientation by their immediate supervisor within three working days of their assignment date. (See example at Appendix E)

c. Phase III Orientation – Formal Training. Formal Training will provide an organized presentation of Department of the Army policies, to include sufficient details to satisfy normal concerns, ensure adjustment to the employment environment, and provide a basis for employee/Soldier career planning. In addition to the mandatory training listed in IMA PAM 600-1 and 600-5, a listing of formal on-line training courses is located at: <http://dev.hqda.pentagon.mil/ima/southwest/sites/one/phase3.asp>

7. Individual Development Plan (IDP).

All IMA civilian employees are required to have a completed IDP form. The IDP is a training plan for employees that is used to develop job related skills, or learn a new job requirement. The Army Civilian Training, Education and Development System (ACTEDS) plan outlines civilian employee career goals that can be used for the development of the IDP for occupations included in specific career programs. The ACTEDS Training Plans for Career Programs are located at <http://cpol.army.mil/library/train/acteds/>. The IDP form is to be completed by all new civilian employees within the first 30 days in the assignment. The IDP is an annual requirement to be completed by civilian employees and their supervisor, who must approve the training plan. Employees are not penalized if funding is not available for training. Additional information concerning the IDP can be located in IMA PAM 600-1, Workforce Development Program, 5 Nov 04, Appendix B. The IDP form is not mandatory for Military Personnel; however, supervisors of military personnel can discuss/establish an informal training development plan for the Soldier.

8. Performance Evaluation.

a. Civilian Personnel - Employees are rated on an annual basis. For information on the current rating process, please go to: http://www.army.mil/usapa/epubs/pdf/r690_400.pdf.

b. Military Personnel - Performance Evaluation information for Military Officers and Enlisted personnel can be found at the following website:
http://www.army.mil/usapa/epubs/623_Series_Collection_1.html

9. Websites and Employee Tools.

- **Army Knowledge On-line (AKO)** - <https://www.us.army.mil/suite/login/welcome.jsp> This DoD site has Army publications, forms, references and telephone “white pages” for Army personnel.
- **Army Forms** - <http://www.army.mil/usapa/eforms/index.html>
- **Army Publications** - <http://www.army.mil/usapa/epubs>
- **Army Training Requirements and Resources System (ATRRS)** - <https://www.atrrs.army.mil/> - the Army’s centralized training management database where civilian and military personnel may enroll in courses in the Army’s service schools.
- **Defense Travel System (DTS)** - <http://www.defensetravel.osd.mil/dts/site/index.jsp> - An electronic travel order processing system.
- **Installation Management Agency (IMA) Home Page** - <http://www.ima.army.mil/demo/sites/local/> - This website has the welcome message from the Director, the history of IMA, and a listing of IMA vacancies.
- **Installation Management Agency, Workforce Development (IMA WFD) Home page** – <http://www.ima.army.mil/demo/sites/directorates/workforce.asp>. This website lists IMA’s Workforce Development published policies, IDP form and guidance, and Training Program Management information such as ACTEDS and SSC school information.
- **IMA PAMPHLET 600-1 – Workforce Development Program** - <http://www.ima.army.mil/demo/sites/directorates/publications.asp>
- **IMA Pamphlet 600-5 – Mandatory Training for Garrison Staff** – <http://www.ima.army.mil/demo/sites/directorates/publications.asp>

Additional websites can be found at: www.cpol.army.mil/library/general/calc-links.html.

10. Program Evaluation.

a. Program evaluation is necessary to determine if the IMA ONE program is working and to create a process for continuing program improvement.

b. All new employees/soldiers are required to complete the ONE program survey form (Appendix F) and forward through their DHR POC or servicing personnel office to the Region POC within 30 days.

c. The Region POC will review each survey form to evaluate the current ONE program for their Region and make adjustments accordingly. Initially, semi-annually, the WFD Branch will request that each Region complete a Region Consolidation Report survey (Appendix G) for the ONE program on a semi-annual basis. This survey is to be used to evaluate and enhance the current IMA-wide ONE program. In the future, the program will be evaluated on an annual basis. All completed forms are to be forwarded to the HQIMA, WFD Branch POC.

11. Summary. This pamphlet describes the orientation process for employees/soldiers assigned to IMA. The implementation of the ONE program will ensure that IMA has a defined method for orienting new employees into the agency.

**APPENDIX A
References**

AR 623-1

Academic Evaluation Reporting System, 31 March 1992

AR 623-105

Officer Evaluation Reporting System, 17 December 2004

AR 623-205

Noncommissioned Officer Evaluation Reporting System, 15 May 2002

AR 690-400

Total Army Performance Evaluation System (Chapter 4302), 16 October 1998

IMA PAM 600-1

Workforce Development Program, 4 November 2004

IMA PAM 600-5

Mandatory Training for Garrison Staff (to be published)

APPENDIX B

Acronym List

The following Acronym list consists of those used in the ONE Pam and some of those frequently used in the attached links.

ABC

Army Benefits Center

AKO

Army Knowledge On-line

ACTEDS

Army Civilian Training, Education and Development System

ATRRS

Army Training Resources and Requirements System

CAC

Common Access Card

CHRA

Civilian Human Resources Agency

CPAC

Civilian Personnel Advisory Center

CPOC

Civilian Personnel Operations Center

CPOL

Civilian Personnel On-Line

DHR

Directorate Human Resources

DOD

Department of Defense

DTS

Defense Travel System

EEO

Equal Employment Opportunity

FAQ

Frequently Asked Question

HR
Human Resources

HQDA
Headquarters, Department of the Army

IDP
Individual Development Plan

IMA
Installation Management Agency

IMO
Information Management Office

MPD
Military Personnel Division

MSO
Mission Support Office

NAF
Non-Appropriated Funds

NCO
Noncommissioned Officer

NCOER
Noncommissioned Officer Evaluation Report

ONE
Orientation for New Employees

OACSIM
Office of the Assistant Chief of Staff for Installation Management

OER
Officer Evaluation Report

OPM
Office of Personnel Management

PAC
Personnel Administration Center

PAM
Pamphlet

PBO

Property Book Officer

PHRH

Primary Hand Receipt Holder

POC

Point of Contact

POSH

Prevention of Sexual Harassment

RM

Resource Management

SA

Secretary of the Army

SAEDA

Subversion and Espionage Directed Against the US Army

SF

Standard Form

SWRO

South West Region Office

TAPES

Total Army Performance Evaluation System

TSP

Thrift Savings Plan

TDA

Table of Distribution and Allowances

WFD

Workforce Development

APPENDIX C**Welcome Letter (Sample)**

IMAH-XXX

MEMORANDUM FOR Name, Complete Mailing Address (if in CONUS, home address is preferred)

SUBJECT: Welcome Letter

On behalf of the Soldiers, civilians, and family members of the United States Army Installation Management Agency (IMA), I welcome you to the IMA family. I have assigned Mr. /Ms. (full name) as your sponsor; he/she will assist you during your transition and answer any questions you may have about your new assignment and the Agency. Mr. /Ms. (last name) will contact you prior to your arrival to assist you and answer any questions you may have. You can reach him/her at 703-XXX-XXXX or DSN 332-XXXX. Once you arrive, he/she will assist you with local transportation, walk you through your in-processing, help set up any required appointments, and introduce you to your chain of command and co-workers.

Your assignment as a member of the IMA team will be professionally and personally challenging and rewarding. We have a vital mission in the Army to provide equitable, effective and efficient management of Army installations worldwide. Our role is essential in supporting the Army's mission readiness and execution, to enable the well being of Soldiers, civilians and family members, to improve the Army's aging infrastructure, and to preserve our Nation's environment. We look forward to your arrival and want to do everything possible to assist you in your new assignment.

I look forward to meeting you personally.

JOE SAMPLE
Chief, XXXXX

APPENDIX D
Organization Orientation Checklist (Sample)

INPROCESSING CHECKLIST

INSTRUCTIONS: All employees arriving to the organization must in-process through the stations outlined below or **(similar offices at your location)**. It is the responsibility of the employee's supervisor to make sure the employee properly in-processes. If an item below applies to an individual, the signature or stamp of the in-processing official whose name appears in parentheses must be obtained. ***If an item does not apply to the employee, the employee's supervisor may indicate N/A.*** When all stations have been in-processed, the employee signs and dates the form and returns it to their Directorate Human Resources (DHR), Military Personnel Division (MPD) or designated personnel office.

NAME	SSN	DATE
<hr/>		
LAST STATION	NEW OFFICE	
<hr/>		
DATE OF BIRTH	PLACE OF BIRTH	
<hr/>		
HOME ADDRESS		
<hr/>		
HOME PHONE		
<hr/>		

NEW TO IMA

INPROCESS AT CPAC/MPD/PAC/MSO ETC. _____

ALL

OFFICE AND DESK KEYS (OFFICE KEY CONTROL OFFICER) _____

OFFICE CIPHER LOCK COMBINATION? (SUPERVISOR) _____

GOVERNMENT PURCHASE CARD? (SUPERVISOR AND DESIGNATED POC)

HAND RECEIPT (SUPERVISOR OR, IF PHRH, MSO PBO) _____

DATE OF LAST ANNUAL/SPECIAL EVALUATION (DHR or DESIGNATED PERSONNEL POC) _____

CAC CARD (ID CARD OFFICE) _____

REQUIREMENT FOR OFFICIAL PASSPORT? (DHR/MPD OR MSO PERSONNEL)

FORWARDING ADDRESS (DHR/MPD/MSO PERSONNEL) _____

EMERGENCY CONTACT DATABASE (VOLUNTARY; GO TO www.cpol.army.mil) _____

DOD BUILDING PASS (DHR/MSO/MPD/ OR DESIGNATED OFFICE FOR CONTRACTOR) _____

KASTLE CARD (DHR/MSO/MPD SECURITY SPECIALIST) _____

SECURITY BRIEFING (DHR/MSO/MPD SECURITY SPECIALIST) _____

AOC DUTY ROSTER (DHR/MSO/MPD SECURITY SPECIALIST OR OPS IF A CONTRACTOR) _____

TRAVEL VOUCHER/ADVANCE (DESIGNATED BUDGET OFFICER) _____

TRANSIT SUBSIDY (MSO BUDGET) _____

GOVERNMENT PHONE CARD (MSO BUDGET) _____

METRO CARD (MSO MGMT ASST) _____

SOCIAL ROSTER (MSO MGMT ASST) _____

ADD NAME TO PHONE ROSTERS (MSO ADMIN ASST) _____

HEALTH CLUB MEMBERSHIP, if applicable (MSO AO) _____

LAN SUPPORT COORDINATOR (MSO IMO) _____

GOVERNMENT TRAVEL CARD, IF REQUIRED (RM) _____

TELEPHONE VOICE MAIL PASSWORD _____

TAYLOR BUILDING PARKING SPACE (PARKING OFFICE) _____

SF 181 (VOLUNTARY; TURN INTO EEO) _____

IMA LAPEL PIN/NAMETAG _____

LAST POSH TRAINING _____

LAST SAEDA BRIEFING _____

LAST SECURITY AWARENESS BRIEFING _____

LAST ANTITERRORIST AWARENESS TRAINING _____

LAST ETHICS BRIEFING _____

ESCAPE MASK TRAINING _____

NEWCOMERS ORIENTATION _____

HQDA STAFF OFFICER ORIENTATION _____

OACSIM STAFF ACTION OFFICER TRAINING _____

HQDA SUSPENSE TRACKING SYSTEM TRAINING _____

IMA ONLINE TRAINING _____

ANY COMMENTS TO IMPROVE EMPLOYEE INPROCESSING? _____

EMPLOYEE SIGNATURE DATE

SUPERVISOR SIGNATURE DATE

APPENDIX E
Office Orientation Checklist (Sample)**ORIENTATION FOR NEW EMPLOYEE****NAME OF BRANCH**

Provide an overview of the branch's function, use an organizational chart. Include the relationship of the branch to other branches within HQIMA and the Regions, Army Transformation and the IMA mission.

Provide a tour of the facility (location of restrooms, water fountain, vending machines, lounge, and coffee pot).

Copy machine and fax use.

Discuss Agency's dress expectations.

Discuss Branch's hours, including lunch and breaks.

Review fire and other emergency procedures.

Show employee where supplies are kept.

Tour the building and immediate area and introduce the new employee to other staff members.

Introduce the new employee to office staff, sponsor, security manager, and Activity Career Program Manager. Activity Career Field Manager (if applicable).

Review your office's policies and procedures including:

- Chain of Command
- Working hours
- Telephone, e-mail, and Internet use
- Office organization (files, supplies, etc.)
- Office resources (directories, dictionaries, style manuals, computer program manuals, staff listing, etc.)
- Staff meetings
- Accountability
- Customer service philosophy
- Confidentiality/Protection of sensitive and classified government information
- EEO Training (Ethics, TPOSH, Anti-Terrorism, Sexual Assault, etc.)
- Physical Training (Military)
- Emergency Procedures/Sick Call (Military)
- Duty Roster

- Accidents on-the-job reporting
- Training/Individual Development Plan (IDP)
- Career Program/Career Field Requirements
- Travel/TDY/DTS
- Government vehicles (if applicable)
- OPSEC

Branch Name & Address

ATTN:

Street Address

City, State, Zip Code

(UPS/FEDEX) Address (if applicable)

Review vacation/sick/personal leave policies.

After-hours and weekend office access.

Office safety issues.

Review computer competency:

- Overview of policies and procedures, including confidentiality and privacy issues
- Assessment of knowledge of and comfort with department's hardware and software
- Hardware: turning on, backing up, printing, shutting down, etc.
- Software: Word, Excel, PowerPoint or other programs needed by the position
- File servers (H Drive and J Drive)
- E-mail, Internet

Discuss weekly tasker sheet updates.

Discuss Branch's current projects and who is doing each (use handout).

Review IMA branch's standard office briefing.

Review PowerPoint template, Info Paper format, Exsum format, and Staff Action Memo (SAM) format.

Appendix F
ONE Completion Survey

Installation Management Agency
Orientation for New Employees (ONE) Completion Survey

Installation Name _____ Date _____

Please rate the ONE Program on the following scale. (When applicable).

Strongly Disagree – 1 2 3 4 5 –Strongly Agree

1. The ONE information presented was clear and concise. _____
If no, please explain.

2. The information provided in the ONE package was helpful. Yes or No
If no, please explain.

3. A sponsor was assigned to assist me during my orientation process. Yes or No

4. Did you receive a welcome letter when you in-processed. Yes or No

5. Was checklist provided easy to follow? Yes or No

6. Have you completed the Organization's ONE training class? Yes or No
If no, are you scheduled?

Please identify any area of improvement, if any, to make this ONE program better.

Please forward completed copies of the survey to your Region's HR Office, via the Garrison DHR or designated representative within 45 days of the employees' assignment to the organization.

APPENDIX G
Region Consolidation Report for ONE Program

**Semi-annual Region Consolidation Report for Orientation for New
 Employees (ONE) Program**

Region Name _____ Assessment Period _____

Please report on how your Region was evaluated. Enter your total number of response

Strongly Disagree - 1 2 3 4 5 - Strongly Agree

Information Clear & Concise 1 2 3 4 5

ONE Package helpful 1 2 3 4 5

A Sponsor Assigned 1 2 3 4 5

Welcome Letter Received 1 2 3 4 5

How can the ONE program be improved?

Additional Comments:

Please return completed forms to be HQIMA, Workforce Development Branch POC.
